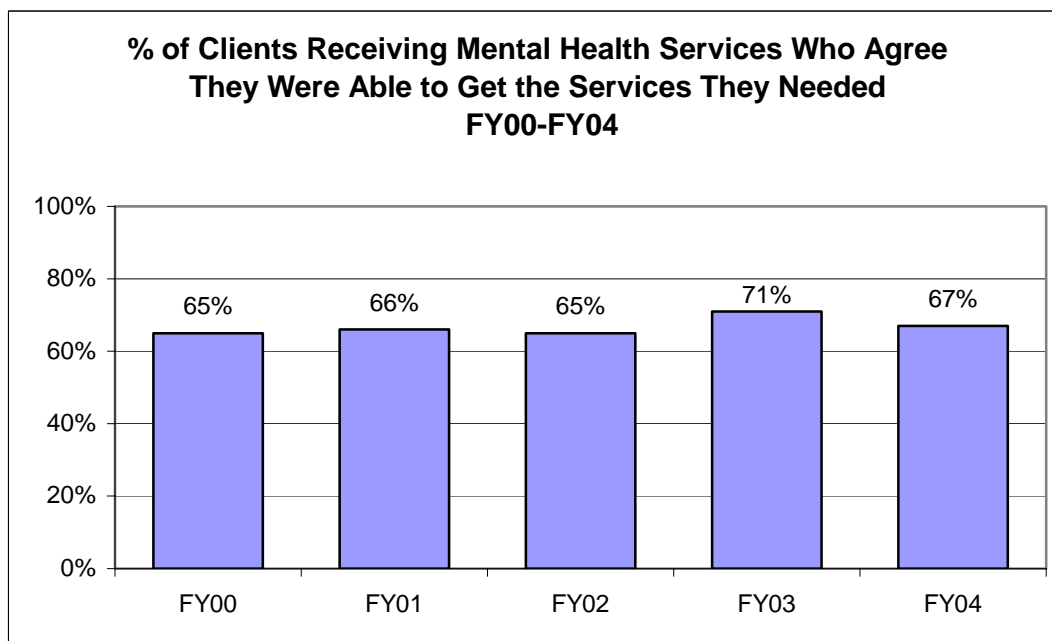


ADULT MENTAL HEALTH CLIENTS SAYING THEY WERE ABLE TO GET SERVICES THEY NEEDED

Source: Division of Substance Abuse and Mental Health



Definition: The Division administers a client satisfaction survey to its clients throughout the year. The survey gathers opinions from clients on 28 items. The graph above shows the response to: “I was able to get the services I thought I needed.”

Future Actions: The observed results are similar to other states on this question. Based on historical trend data, individual centers that fall significantly below 60% will be encouraged to track services carefully and make service improvements.

Analysis: The graph above indicates that two-thirds (67%) of clients felt they were able to get the services they needed from Community Mental Health Centers. This result is in line with previous years.